

Code	Complaint Description
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Category 2 - Engine, Fuel, Exhaust	
0321	"Check Engine" Light
0322	Engine Performance
0323	Engine Noise
0324	Excessive Fuel Consumption
0325	Excessive Oil Consumption
0326	Exhaust
0327	Fluid Leaks
0328	No Start
0329	SES/Check Engine/MIL
0390	Other issues
Category 3 - Transmission	
0341	Transmission Performance
0342	Transmission Shifting
0343	Transmission Noise
0344	Fluid Leaks
0345	Clutch
0346	Electrical
0395	Other issues
Category 4 - Exterior	
0421	Fit/Finish
0422	Closures
0423	Wipers
0424	Glass
0425	Noise
0426	Wiper/Washers
0427	Fixed Glass
0490	Other issues

Code	Complaint Description
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Category 5 - Interior	
0821	Instrument Panel
0822	Console
0823	Carpet/Floor Mats
0824	Water leaks
0825	Wind noise
0826	Glass
0827	Noise
0828	Seats (Fit and Finish)
0829	Trim/Hardware
0830	Console/Panels
0831	Electrical
0890	Other issues
0921	Seats
Category 6 - Heating, Ventilation, A/C	
0721	Defroster Performance
0722	A/C Performance
0723	Heater Performance
0724	HVAC Leaks
0725	Electrical
0726	Noise
0727	Odor
0790	Other issues
Category 7 - Audio, Entertainment, Navigation	
0220	Abnormal Noise
0221	Audio
0222	Video
0223	Communication
0224	Navigation
0290	Other issues



Code	Complaint Description
<b>Category 8 - Features, Controls, Displays</b>	
0521	Odometer
0522	Mirrors
0523	Lights
0524	Locks/Keys/Keyless Remote
0525	Sun/Moon/Convertible Roof
0526	Seat Features/Functions
0590	Other issues
0621	Gauges/Warning Lights
<b>Category 9 - No Customer Complaint</b>	
0000	Converted Claim (For internal use only, not to be used by Service Agents)
0021	Maintenance
0090	Other issues
<b>Category 10 - Hybrid</b>	
0630	Charging Station - Battery
0631	Charging Station - No Charge
0632	Charging Station - Receptacle Fit and Lock
0633	Charging Station - Fault/Red LEDs
0634	Charging Station - INOP/No LEDs
0635	Charging Station - Noise
0636	Charging Station - Odor
0637	Charging Station - Other issues
0638	Charging Station - SES/Check Engine/MIL
0639	Charging Station - Unit Damaged/Cracked
0640	Charging Station - Water Intrusion

Code	Complaint Description
<b>Category 11 - Brakes</b>	
0130	Fluid Leaks
0131	Low Pedal/Spongy
0132	Noise
0133	Pulsation
<b>Category 12 - Driveline, Axle</b>	
0140	Axles/Drive Shaft
0141	Differential
0142	Fluid Leaks
0143	Noise
0144	Vibration
<b>Category 13 - Steering, Suspension</b>	
0310	Electronics
0311	Fluid Leaks
0312	Handling/Responsiveness
0313	Noise
0314	Pulsation
0315	Ride Quality
0316	Slop
<b>Category 14 - Tires, Wheels</b>	
0350	Fit/Finish
0351	Noise
0352	Tire Pressure
0353	Tread
0354	Vibration



Code	Cause Description
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Surface (Exterior)	
1011	Alignment/Adjustment
1013	Bent
1015	Blemish
1017	Broken
1019	Corrosion
1021	Damaged/Cracked
1023	Foreign Material
1025	Loose
1027	Missing
1029	Off-Color
1031	Poor Fits
1033	Poor Metal Finish/ Machining
1035	Poor Repair
1037	Rip/torn
1039	Rough/Finish Comes Off
1041	Sags
1043	Snag
1045	Stained/Soiled
1047	Thin Paint
1049	Warped/Wavy/Wrinkled
1051	Worn/Stripped
1053	Wrong Part

Code	Cause Description
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Surface (Interior)	
2011	Alignment/Adjustment
2013	Bent
2015	Blemish
2017	Broken
2019	Corrosion
2021	Damaged/Cracked
2023	Foreign Material
2025	Loose
2027	Missing
2029	Off-Color
2031	Poor Fits
2033	Poor Metal Finish/ Machining
2035	Poor Repair
2037	Rip/Torn
2039	Rough/Finish Comes Off
2041	Sags
2043	Snag
2045	Stained/Soiled
2047	Thin Paint
2049	Warped/Wavy/Wrinkled
2051	Worn/Stripped
2053	Wrong Part

Code	Cause Description
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Rotating Part	
3011	Alignment/Adjustment
3017	Broken
3019	Corrosion
3021	Damaged/Cracked
3023	Foreign Material
3025	Loose
3027	Missing
3031	Poor Fits
3049	Warped/Wavy/Wrinkled
3051	Worn/Stripped
3053	Wrong Part
3063	Noise During Operation
3065	Chattering
3067	Resonance/From Foreign Part
3069	Vibrates
3071	Out Of Balance
3073	Seized/Binds/Sticks



Code	Cause Description
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Interface (Gasket, Seal, Hose, Weld)	
4011	Alignment/Adjustment
4017	Broken
4019	Corrosion
4021	Damaged/Cracked
4023	Foreign Material
4025	Loose
4027	Missing
4031	Poor Fits
4049	Warped/Wavy/Wrinkled
4051	Worn/Stripped
4053	Wrong Part
4061	Leaks
4063	Noise During Operation
4065	Chattering
4067	Resonance from Foreign Part
4069	Vibrates
Fastener	
5011	Alignment/Adjustment
5017	Broken
5019	Corrosion
5021	Damaged/Cracked
5023	Foreign Material
5025	Loose
5027	Missing
5031	Poor Fits
5049	Warped/Wavy/Wrinkled
5051	Worn/Stripped
5053	Wrong Part
5069	Vibrates

Code	Cause Description
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Module, Component	
6011	Alignment/Adjustment
6017	Broken
6019	Corrosion
6021	Damaged/Cracked
6023	Foreign Material
6025	Loose
6027	Missing
6031	Poor Fits
6033	Poor Metal Finish/Machining
6049	Warped/Wavy/Wrinkled
6051	Worn/Stripped
6053	Wrong Part
6061	Leaks
6063	Noise During Operation
6065	Chattering
6067	Resonance/From Foreign Part
6069	Vibrates
6071	Out Of Balance
6571	Discharge
6573	No/Incorrect Communication
6579	Shorted
6581	Registers Incorrectly
6583	Poor Contact
6585	Pin Pushed Through
6589	Incorrect Version

Code	Cause Description
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Wiring, Electrical, Sensors	
7019	Corrosion
7023	Foreign Material
7071	Discharge
7073	No/Incorrect Communication
7075	Routing
7077	Seized/Binds/Sticks
7079	Shorted
7081	Registers Incorrectly
7083	Poor Contact
7085	Pin Pushed Through
7087	Not Clipped
Other	
9090	Field Action/Tech Bulletin
9094	Follow Operation
9096	No Trouble Found - Adjusted/Reprogram
9098	Maintenance
9099	Not Duplicated
9998	NTF Test

